GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:318
ANSWERED ON:27.02.2008
PASSPORT APPLICATIONS PENDING IN PASSPORT OFFICES
Sharma Shri Madan Lal

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether a large number of cases relating to issuance of passports are pending in different passport offices;

(b) if so, the details in this regard as on 31st December 2007, RPO-wise;

(c) the reasons for delay in the issuance of passports within the stipulated period; and

(d) the remedial steps taken/proposed to be taken in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS(SHRI E. AHAMED)

(a) No.

(b) A statement giving details of the number of passport applications pending, as on 31.12.2007, in different passport offices, is enclosed as an annexure. This constitutes only 8% of the total number of passport applications received by Passport Offices in 2007.

(c) & (d) There are several reasons for delays in issuance of passports. These include: Delays in receipt of Police Verification Reports (PVRs) and adverse/incomplete PVRs; incomplete information and/or documents furnished by the applicants. Rapidly growing workload of the Passport Offices is also contributing to pendencies.The Government have taken various steps to speed up the issuance of passports through
(i) proper scrutiny of the application forms and the documents at the stage of submission of application to avoid objection at later stages; (ii) regular interaction with the police authorities to speed up police verification reports; (iii) setting up of facilitation counters in passport offices; (iv) opening of District Passport Cells in various districts in the states and acceptance of passport application forms at Speed Post Centres, with a view to bringing the passport services closer to the applicants; and (v) online registration of passport applications in all the passport offices.
The Government had entrusted the National Institute of Smart Government (NISG), Hyderabad, with the task of undertaking a time-bound study on the passport issuance system, including its IT aspects with the objective to deliver passport related services to the citizens in a timely, transparent, more accessible and reliable manner. NISG has submitted its report, which has been accepted by the Government, and it has been decided to launch "Passport Seva Project". The project is expected to result in the issue of passports within 3 days and in cases, which require police verification, within 3 days after the completion of the verification process. Tatkal passports are expected to be issued the same day. Police verification will be expedited through electronic linkage of the Passport Facilitation Centres with the police authorities in State Capitals.